

**Project Design Phase-II**  
**Solution Requirements (Functional & Non-functional)**

Date	24-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve now: Your Platform For Online Complaints
Maximum Marks	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

**Functional Requirements – ResolveNow (Complaint Management System)**

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Authentication	Sign up, Login, Password Reset
		Auth login using Google / GitHub
FR-2	Complaint Submission	Submit complaints with description, location, images/documents Complaint appears on agent dashboard
FR-3	Complaint Management	Agent views, updates, and resolves complaints Complaint status tracking by user
FR-4	Real-Time Communication	Chat between user and agent for query resolution

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

<b>NFR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
<b>NFR-1</b>	<b>Usability</b>	The platform should offer a clean, intuitive UI for users of all skill levels.
<b>NFR-2</b>	<b>Security</b>	All data transfers must be encrypted. Implement role-based access and token auth.
<b>NFR-3</b>	<b>Performance</b>	Pages should load within 2 seconds. Chat and job posting actions should be near-instant.
<b>NFR-4</b>	<b>Availability</b>	The system should maintain 99.9% uptime across all services.
<b>NFR-5</b>	<b>Scalability</b>	Should support high concurrency and rapid feature scaling through microservices.